

**Julann Troiano**

17-18 Funding Year  
Application # 171018096  
Monroe Woodbury CSD

Feb. 2 - FCDL  
April 2 - Contact Evan  
= 58 days

**From:** Arvind Patel <Arvind.Patel@usac.org>  
**Sent:** Friday, May 18, 2018 2:36 PM  
**To:** Julann Troiano  
**Subject:** RE: E-Rate Application: 171018096

April 2 → May 18  
response delay  
from USAC reviewer  
and supervisor  
May 23 - USAC Appeal filed

Hi Julann,

I wanted to let you know that the self-identified appeal I had processed on your behalf was rejected by USAC. The deadline to file a self-ID appeal is 60 days from the FCDL date. They did state however that you can directly file an appeal with USAC and they will review the file and provide determination.

My best recommendation would be to contact the USAC helpline at 1-888-203-8100 and they can walk you through the process of filing appeal directly with USAC. I think your FCDL should have information also.

I wish I could have processed the appeal on my end but unfortunately program rules do not allow it. I do apologize about the late response. I was out of the office the last week and a half due to a death in the family.

Let me know if I can be of any further assistance.

Regards,

Arvind Patel-

**Arvind Patel**  
Manager, Case Management - Schools & Libraries  
USAC, Schools and Libraries Program  
T: 973-581-7609  
Email: [arvind.patel@usac.org](mailto:arvind.patel@usac.org)

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**From:** Julann Troiano [mailto:[julann.troiano@DCBOCES.ORG](mailto:julann.troiano@DCBOCES.ORG)]  
**Sent:** Wednesday, May 16, 2018 11:27 AM  
**To:** Arvind Patel <Arvind.Patel@usac.org>  
**Subject:** FW: E-Rate Application: 171018096

Arvind,  
Per my phone message and prior email messages, please advise on how to proceed with getting this through your internal appeal process.

Thank you,

Julann

Julann Troiano  
E-Rate Coordinator

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5 BOCES Road, Poughkeepsie, NY 12601  
Phone: (845) 486-7392 | Fax: (845) 486-4824  
Email: [julann.troiano@dcboces.org](mailto:julann.troiano@dcboces.org)

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**From:** Julann Troiano  
**Sent:** Wednesday, May 9, 2018 2:58 PM  
**To:** 'Arvind Patel' <[Arvind.Patel@usac.org](mailto:Arvind.Patel@usac.org)>  
**Subject:** RE: E-Rate Application: 171018096  
**Importance:** High

Hello Arvind,  
Another week has gone by and still no word on this. Please advise me on how to proceed.

Julann

Julann Troiano  
*E-Rate Coordinator*

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Email: [julann.troiano@dcbooces.org](mailto:julann.troiano@dcbooces.org)

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**From:** Arvind Patel <[Arvind.Patel@usac.org](mailto:Arvind.Patel@usac.org)>  
**Sent:** Wednesday, May 2, 2018 3:38 PM  
**To:** Julann Troiano <[julann.troiano@DCBOCES.ORG](mailto:julann.troiano@DCBOCES.ORG)>  
**Subject:** RE: E-Rate Application: 171018096

Hi Julann,

I am looking into this for you to find out status of the appeal. I will keep you posted as soon as I find out or I will get someone from the correct department to contact you regarding next steps.

Thanks,

Arvind-

**Arvind Patel**  
**Manager, Case Management - Schools & Libraries**  
USAC, Schools and Libraries Program  
T: 973-581-7609  
Email: [arvind.patel@usac.org](mailto:arvind.patel@usac.org)

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**From:** Julann Troiano [<mailto:julann.troiano@DCBOCES.ORG>]  
**Sent:** Monday, April 30, 2018 3:52 PM  
**To:** Arvind Patel <[Arvind.Patel@usac.org](mailto:Arvind.Patel@usac.org)>  
**Subject:** FW: E-Rate Application: 171018096  
**Importance:** High

Good Afternoon Arvind,  
Per my phone message to you, I am following up on the Category 2 application for Monroe-Woodbury CSD. As we discussed, the funding was erroneously denied for Monroe-Woodbury Middle School. When we spoke last, you were going to move this through your internal appeal process and you suggested I re-contact you after two weeks if I had heard nothing regarding this application. It has actually been three weeks and I have not been contacted. Please advise.

Thank you,

Julann

Julann Troiano  
E-Rate Coordinator

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**From:** Julann Troiano  
**Sent:** Monday, April 9, 2018 10:19 AM  
**To:** [arvind.patel@sl.universalservice.org](mailto:arvind.patel@sl.universalservice.org)  
**Subject:** FW: E-Rate Application: 171018096

April 9 - telephone discussion with Arvind.  
He said he'll put through internal  
appeal process due to USAC error.  
Re-contact in 2-3 weeks.

Good Morning Arvind,  
Per my telephone message this morning, I'd appreciate a call back regarding the application listed above.

Thank you,

Julann Troiano

Julann Troiano  
E-Rate Coordinator

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**From:** Kaplow, Evan [<mailto:Evan.KAPLOW@sl.universalservice.org>]  
**Sent:** Monday, April 09, 2018 10:07 AM  
**To:** Julann Troiano  
**Subject:** RE: E-Rate Application: 171018096

**Arvind Patel**  
T: 973-581-7609  
Email: [arvind.patel@sl.universalservice.org](mailto:arvind.patel@sl.universalservice.org)

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**From:** Julann Troiano [<mailto:julann.troiano@DCBOCES.ORG>]  
**Sent:** Monday, April 09, 2018 9:11 AM  
**To:** Kaplow, Evan  
**Subject:** RE: E-Rate Application: 171018096  
**Importance:** High

Evan,  
Over the past months, I have called you many times, and you have never answered your phone or returned my calls. I tried to contact you to discuss this application in more detail since the situation was complicated. Now, I am being told, via email, that an important application was denied funding for no fair reason and my only avenue to fix it is to appeal.



This is after you ensured me that you would call on April 5<sup>th</sup>. I have been an E-Rate coordinator for over 50 schools for more than twelve years. I have never had an experience like this one.

You have stated that you have spoken to your supervisor. Please provide your supervisor's contact information. I am sure I am entitled to this.

Julann

Julann Troiano  
*E-Rate Coordinator*

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**From:** Kaplow, Evan [<mailto:Evan.KAPLOW@sl.universalservice.org>]

**Sent:** Thursday, April 05, 2018 1:17 PM

**To:** Julann Troiano

**Subject:** RE: E-Rate Application: 171018096

Hi Julann,

After speaking with my supervisor, based on what the system has showed at the time we had completed the application, that entity was still over the allowable budget. Unfortunately, the only thing you can do now is file an appeal. When filing an appeal please provide any relevant documentation to overturn the decision on the FCDL.

Thanks,

Evan Kaplow

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**From:** Julann Troiano [<mailto:julann.troiano@DCBOCES.ORG>]

**Sent:** Monday, April 02, 2018 3:22 PM

**To:** Kaplow, Evan

**Subject:** E-Rate Application: 171018096

Per my phone message to you, please call me to discuss the reduction of funding from \$489,320.10 to \$244,813.83 for our Category 2 application. Your notes indicate it was to remove charges for Monroe Woodbury Middle school, but I am unable to reconcile this amount of reduction. I've reviewed our communications thoroughly and would appreciate a telephone conversation to go over the details. I will be in the office on Wednesday, and would appreciate a discussion then. My phone contact information is listed in my signature line.

Thank you,

Julann Troiano  
*E-Rate Coordinator*

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